Method when using for the first time		Chapter
1.	Uninstalling old drivers and devices	(3.1)
2.	Installing the TWAIN driver	(3.2)
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1 Introduction

This instruction manual is for users of the TRUST 240TH DIRECT WEBSCAN GOLD. The TRUST 240TH DIRECT WEBSCAN GOLD is a 1200x2400 dpi, high resolution, USB scanner with a slim-line design. You can use it to produce optimal results with 48-bit colour scanning.

The Direct Scan buttons on the scanner allow you to easily scan, copy, fax and e-mail at the touch of a button.

The built-in transparent module and the TWAIN software allow you to easily scan your negatives and slides. You can then edit and save these as you would for normal photographs.

2 Safety

Carefully read the following instructions before use:

- The TRUST 240TH DIRECT WEBSCAN GOLD does not require any special maintenance. Use a slightly damp, soft cloth to clean the scanner.
- Do not use aggressive substances, such as petrol or white spirit, to clean the device. These may harm the material.
- Do not submerge the device in liquid. This may be dangerous and will damage the device. Do not use this device near water.
- Make sure nothing is placed on the cable. Do not use this device in an area where the cable can become worn or damaged as a result of people walking over it.
- Do not repair this device yourself. If you open this device, you may touch live components. This device must only be repaired by qualified personnel.
- Under the following circumstances, have the device repaired by qualified personnel:
  - The cable or plug is damaged or worn.
  - The device has come into contact with rain, water or another liquid.

3 Installation

3.1 Uninstalling old drivers and devices

The most common cause of faults during installation is the presence of a driver for a similar, old product. The best solution is to first remove all drivers related to old devices before installing the new driver. Make sure you only delete programs for old, unused (similar) products.

1. Enter the Windows 'Safe Mode'. (Press F8 when starting Windows before the Windows start screen is displayed and select 'Safe Mode'.)
2. Click on 'Start – Settings – Control Panel' and double-click on the 'Add/Remove Programs' icon.
3. Find all the programs for similar, old devices and remove these by clicking on the 'Add/Remove' button. When in the 'Safe Mode', it is possible for some programs to appear twice. In that case, remove all the programs which appear twice.
4. Restart the computer.

3.2 Installing the TWAIN driver in Windows 98, Windows ME, Windows 2000 and Windows XP

Note: *The latest driver can be downloaded from www.trust.com/12920. Check whether a new driver is available and use this for the installation.*

Note: *Make sure all other programs (except Windows) are closed during the installation.*

Note: *During installation in Windows 2000 and Windows XP, you may receive a message saying that the driver has not been signed. This does not cause a problem for the functionality.*

Note: *When installing the Trust 240TH Direct Webscan Gold, you must first install the software before connecting the scanner to your computer's USB port.*

1. Start Windows.
2. Insert the CD-ROM containing the drivers and the applications into your CD-ROM drive.
3. The Trust Software Installer will start automatically (see figure 1). If it does not start automatically, select 'Run' from the Windows 'Start' menu. Type [D:\SETUP.EXE] and click on 'OK'.

Note: *In the example, 'D' is used to indicate the CD-ROM drive. Check which letter is used to indicate your CD-ROM drive.*

4. Click on '240TH DIRECT WEBSCAN' to start the installation of the TWAIN driver
5. Select the language version of the TWAIN driver you wish to use and click on 'OK'.
6. Click on 'Next' to continue with the installation
7. Specify a location to save the driver to (if necessary) and click on 'Next'.
8. Select 'Custom' and select both options in the next window. Click on 'Next'.

9. Specify a location to save the program icons to (if necessary) and click on 'Next'.
10. Click on 'Start Install' to copy the files to the specified location.
11. After the files have been copied, click on 'Yes' if you wish to view the hardware tour. This tour explains how to connect the scanner. Click on 'No' to complete the installation if you do not wish to view the hardware tour.
12. Click on 'OK' to complete the installation and restart your computer

You have now completed the installation of the driver. Continue to the next chapter for instructions on how to install the software and connect the scanner.

3.3 Installing FineReader 4.0 Sprint

FineReader 4.0 Sprint should be installed to make full use of the scanner's OCR (Optical Character Recognition) function. FineReader is a program which scans text and converts it into a text document. This text can then be edited in a word processing program. The CD-ROM contains a detailed instruction manual for this program, which can be viewed via the Trust Software Installer menu (see figure 1).

Follow the instructions given below to install the program:

1. Follow steps 1 to 3 in chapter 3.2 to start the Trust Software Installer.
2. Click on 'FINEREADER SPRINT 4.0' to start the installation (see figure 1).
3. Select the language you wish to use for the installation and click on 'Next'.
4. Click on 'Agree' to accept the license agreement and continue with the installation.
5. Fill in your name and possible company name. Click on 'Next'.
6. Click on 'Next' again to confirm your information.
7. Click on 'Full Installation' to install all the components.
8. If desired, specify a location to install FineReader to and click on 'Next'.
9. Click on 'Next' again to confirm the location.
10. Click on 'Go' to install the program in the specified location.
11. After the program has been installed, you have the option to register 'online'. Click on 'Skip' if you do not wish to register the program.
12. You have now completed the installation. Click on 'OK' to close the installation.

3.4 Installing Ulead Photo Express 4.0

Ulead Photo Express 4.0 is a drawing and editing program that offers a large number of options. This program can be used to edit your scanned photographs.

Follow the instructions given below to install the program:

1. Insert the Ulead Photo Express 4.0 CD-ROM into your CD-ROM drive.
2. This program's installation window will appear automatically. If it does not appear automatically, click on 'Start – Run' and type [D:\SETUP.EXE]. Click on 'OK'.
3. Select the language you wish to use during the installation and click on 'OK'.
4. Click on 'Next' to continue with the installation.
5. Click on 'Yes' to accept the license agreement.
6. Fill in your name and company name. Click on 'Next'.

Note: *The installation will be stopped if you do not fill in a company name. Always give a company name.*

7. If desired, specify a location to install Photo Express to and click on 'Next'.
8. If desired, specify another location for the program icons and click on 'Next'.
9. Click on 'Next' again to confirm all the settings.
10. After the installation process, click on 'Finish' to complete the installation.

You have now completed the installation of Ulead Photo Express 4.0. Continue to the next chapter.

3.5 Connecting the 240TH Direct Webscan Gold

Note: *A USB device is 'hot-swappable'. This means that the device can be connected and disconnected from your computer whilst your computer is turned on.*

Note: *Make sure the power cable for the light in the scanner cover is correctly connected to the TA connection on the rear of the scanner. This is required to be able to scan negatives and slides.*

Connect the scanner after the software has been installed.

1. Start Windows.
2. Connect the power adapter's plug to the DC IN 12V connection on the rear of the scanner.
3. Insert the power adapter's mains plug into the plug socket.
4. Connect one end of the USB cable to the USB connection on the rear of the scanner.
5. Connect the other end of the USB cable to a free USB port on your computer.
6. New hardware will be detected and the scanner will be automatically installed.

Your scanner is now ready for use.

4 Checking after the installation

After installing the device and the driver, the following are installed on your computer and can be checked

Taskbar
- Direct Scan icon in the right-hand corner of the Windows taskbar.

'Start – Settings – Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab.
- Imaging Devices – Trust 240TH Direct Webscan Gold

'Start – Settings – Control Panel' and then double-click on the 'Add/Remove Programs' icon.
- Trust 240TH Direct Webscan Gold

Start - Programs - Trust - 240TH Direct Webscan Gold
- 'Help': help function for the scanner and the Direct Scan software.
- 'Direct Scan' icon: click on the Direct Scan icon in the right-hand corner of the Windows taskbar to use the scan buttons.
- 'Panel' icon: opens the 'Direct Scan' panel.
- 'Scanner Settings' icon: opens the settings window for the Direct Scan panel.
- 'Uninstall Direct Webscan': removes the TWAIN driver and the applications.

Note: *The information given above will vary when the installation has been altered by the user (for example, not everything has been installed or locations other than the default locations have been selected).*

Note: *Deviations may also occur as a result of using new drivers available on the Internet.*

Note: *The location or name may vary in the 'Control Panel' for different operating systems.*

5 Using the scanner

Scans can be made in two different ways using the Trust 240TH Direct Webscan Gold, namely via the Direct Scan application (the easiest way) or via the TWAIN interface window (more options). You can also scan negatives and slides via the TWAIN interface. See the chapters below for instructions on how to use the scanner.

5.1 Direct Scan application

Note: *It is <u>not</u> possible to scan negatives or slides via the Direct Scan application or via the scanner buttons. These can only be scanned via the TWAIN main window. See the following chapters for more information.*

The Direct Scan application is the easiest way to scan. With one touch of the buttons on the scanner, you can scan a photograph or document and open it in a photo editing program (Photo Express), send it by fax, print it or send it via e-mail. Follow the instructions below:

1. After the software has been installed, a Direct Scan icon will be included in the Windows taskbar. If this icon is not present, click on 'Start – Programs – Trust - 240TH Direct Webscan Gold' and select 'Direct Scan' from the menu. The scanner buttons can now be used to make a scan.

Note: *You must have installed Photo Express on your computer to be able to scan directly to this application. See chapter 3 for more information.*

Note: *If there is a cross through the Direct Scan icon, then the scanner has not been connected correctly. Check the USB connection and, if necessary, restart your computer.*

2. Double-click on the Direct Scan icon to start the Direct Scan application (see figure 2). This application includes all the buttons found on the scanner.
3. Place an image in the scanner with the section to be scanned facing the glass plate and close the lid.
4. Click on one of the scanner buttons or one of the buttons in the Direct Scan application to scan the image and send it to the given location.
5. See the table below for a description of the various buttons available in the Direct Scan application.

Button		Function	Description
A		Scan	Scans the image and sends it directly to Photo Express. The image can then be edited and saved on the computer. ***Note:*** *Ulead Photo Express must be installed on your computer.*
B		Copy	Scans the image and sends it directly to your printer. Before it is printed, a window appears in which you can alter various settings. ***Note:*** *You must have a printer installed on your computer to use this option.*
C		Fax	Scans the image and sends it directly to your fax application. ***Note:*** *You must have an analogue modem which supports a fax installed on your computer to use this option.*
D		E-mail	Scans the image and sends it directly to your default e-mail program. The image is linked to your e-mail message as a JPG file.
E		OCR	Scans the text document and sends it to your default OCR application (FineReader 4.0 Sprint), where the document is converted into a text file. The text file can then be edited using a word processing program. ***Note:*** *FineReader Sprint must be installed on your computer.*
F		Exit	Closes the Direct Scan application.
G		Personal Style	Using this button, you can alter various Windows components to your own requirements. You can change your start-up screen, desktop, system logo, screen saver, shutdown screen, mouse pointers, etc.
H		Help	Opens the Direct Scan application's Help function.
I		Settings	Alters the settings for the Direct Scan application. For example, you can alter the scanner, OCR and e-mail settings.

See the Help function (H) for a detailed description of the various components available in the Direct Scan application.

5.2 TWAIN interface window

The TWAIN interface window has a large number of options for altering the scanner settings. You can open the TWAIN window by selecting it from the Windows Start

menu or by selecting it from a TWAIN compatible application, such as Ulead Photo Express.

You can read how to select the scanner and start the TWAIN window in the instruction manual for the application that you use.

Ulead Photo Express 4.0 has many options for editing your scanned images, such as:

- Adding and altering colours.
- Adding text to the image.
- Adding various effects to the image, such as 'Morphing'.
- Making postcards and greetings cards using the image.
- And many more.

See the Ulead Photo Express instruction manual for a detailed explanation of the possibilities available with this program. This instruction manual is located in the 'Manual' folder on the Ulead CD-ROM. In the 'Manual' folder, select the language you wish to use to read the instruction manual. The instruction manual is located in these folders in the PDF format. Adobe Acrobat Reader must be installed on your computer to be able to read the instruction manual. This program can be found on the Trust Installation CD-ROM in the 'Acrobat' folder.

A short description of how the scanner's TWAIN interface window can be opened in Photo Express is given below.

1. Start Ulead Photo Express.
2. A registration window will appear the first time Photo Express is started. Click on 'Register Now' if you wish to register Photo Express. If you do not wish to register Photo Express, select 'Don't show again' and click on 'Register Later'.
3. Click on 'Get Photo' at the top of the main menu of Photo Express and select 'Scanner'.
4. The 'Device Type' window will appear only once. Choose the 'Flatbed scanner' option to select the Trust 240TH Direct Webscan Gold and click on 'OK'.
5. A number of scanner options will be displayed in the left-hand window of Photo Express. For 'Select data source' (A), select the 'Trust 240TH Direct Webscan Gold' (see figure 3).
6. For 'File name' (B), give a name for the image to be scanned (see figure 3).
7. For 'File type' (C), give a file format for the image to be scanned (see figure 3).

Note: *If you wish to scan an image with 48 bit colours, the 'TIF' file format must be selected for 'File type' (C). This is the only format which can handle 48 bit colours.*

8. Click on 'Acquire' (D) to open the scanner's TWAIN interface window (see figure 3).
9. In the TWAIN interface window, click on 'Preview' to make a preview scan of the image on the glass plate. This will now be visible in the right-hand window (see figure 4).
10. A dotted line will automatically appear on the preview scan of the image. This is the area that will be used when the scan is made. You can also select an area to be scanned by dragging the mouse over the preview scan (keep the left mouse button pressed).

11. Alter the settings in the left-hand window as required and then click on ‘Scan’ to scan the selected area with your settings. See chapter 5.3 for the various TWAIN settings.
12. Close the TWAIN interface window when the scan has been made. The scanned image will be automatically sent to the editing window of Photo Express. Double-click on the scanned image to edit it.
13. Click on ‘Edit’ at the top of the main menu of Photo Express. The three submenus ‘Adjust’, ‘Selection’ and ‘Test’ will appear, in which you have various options for editing your image.
14. After the image has been edited, you can print it by clicking on ‘Print’ at the top of the main menu of Photo Express and then selecting ‘Normal’.

Note: *You must have a printer installed on your computer to use the ‘Print’ option.*

15. Click on ‘Share’ at the top of the main menu of Photo Express and select ‘Save’ to save the edited image.
16. In the left-hand window of Photo Express, give the location (A), file name (B) and the file format (C) and then click on ‘Save’ (D) (see figure 5).

You have now made a scan. See the Ulead Photo Express instruction manual for a detailed explanation of the possibilities available with this program.

5.3 TWAIN settings

The TWAIN interface window contains a number of buttons (see figure 4). See the table below for a description of the buttons:

Button	**Function**
Cropping tool	Selects an area in the preview window.
Zoom	Increases or decreases the size of the image in the preview window.
Batch scan	Makes a number of scans from different areas of the document. You can scan up to 10 selected areas at the same time.
Language	Sets the language for the TWAIN window.
Help	Information about the scanner and the software functions.
Exit	Closes the TWAIN dialogue window.
Preview	Preview scan.
Scan	Makes a scan of the selected area using the selected settings.
Load	Loads the settings.
Save	Saves the settings.
Previous	Loads the previous settings.
Reset	Resets the default settings.
Info	Displays information about the settings.

The TWAIN interface also contains a number of tabs for the various settings. See the chapters below for a description of the various tabs.

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5.3.1 Scan Mode Settings (Main)

The 'Main; Scan Mode Settings' folder contains the settings necessary for specifying the scan parameters (see figure 4). See the table below for the various options.

Function	Option	Description
Scan mode	LineArt	• For scanning text. • For scanning black-and-white drawings. • For using the OCR software.
	Grey	• For scanning images in greyscale. • For scanning coloured originals that must be converted into greyscale.
	Colour 24 or 48 bits	For scanning images in colour.
Scan Source	Reflective	For scanning an image which you cannot see through (for example, a photograph).
	Positive	For scanning slides (see chapter 5.3.1.1 for more information).
	Negative	For scanning negatives (see chapter 5.3.1.2 for more information).
Scan Size	A4	For setting the scan size to 21 x 29.6 cm.
	A5	For setting the scan size to 14.8 x 21 cm.
	Letter	For setting the scan size to 8.5 x 11 inch.
	Custom	For setting the scan area yourself in the selection window.
Resolution	50 - 38400	For selecting a set resolution.
	Custom	For inputting a resolution yourself between 50 and 38400 dpi. ***Note:*** *2400 dpi is often sufficient to produce a high-quality scan of a photograph. Scanning at 38400 dpi requires a lot of hard disk space and is only intended for detailed scanning of small originals (for example, postage stamps).*
Descreen	None	No raster pattern is selected.
	Newspaper	Selects the raster pattern for a newspaper.

Function	Option	Description
	Magazine	Selects the raster pattern for a magazine or printed material.
	Art Print	Selects the raster pattern for an art print.
	Custom	For setting your own raster pattern.
Colour Match	On	Displays the true colours of the image.
	Off	Increases the range of colours. The image may vary from the original.
Colour Balance	For maintaining the colour balance between the brightest and darkest colours.	
Scaling	For increasing or decreasing the size of the image.	
Width & Height	Displays the height and width of the selected area.	
Image Size	Displays the computer memory or disk space necessary for scanning and saving the selected area.	

5.3.1.1 Scanning slides

Note: *Remove the cover from the light in the scanner cover before scanning slides (see figure 6). Replace the cover if you are going to scan normal photographs or other paper documents.*

Note: *Make sure the power cable for the light in the scanner cover is correctly connected to the TA connection on the rear of the scanner.*

A template for slides is provided which you can place on the glass plate. This allows you to place up to 3 slides in the scanner and scan them at the same time. Follow the instructions given below to do this:

1. Place the slide template on the glass plate. Make sure the arrow in the corner of the template is aligned with the arrow on the scanner (bottom left-hand corner) (see A, figure 7).
2. Place up to 3 slides on the template in the holders in the middle of the template. Make sure the front of the slides face upwards.
3. Close the scanner cover so that the light in the cover is positioned above the slides.
4. Open the main TWAIN window in Photo Express as described in chapter 5.2 and select ‘Positive’ for ‘Scan Source’ (see figure 4).
5. A message will be displayed asking whether you first wish to make a preview scan so that you can improve the quality of the scan. Click on ‘Yes’. The light in the scanner cover will be lit and a preview scan will be made of the slides.

Note: *There is an indicator in the top of the scanner cover which is lit when the light in the scanner cover is turned on.*

6. A frame is automatically placed around all the scanned slides. The selected slides are then opened in the ‘Batch Scan’ window (see figure 8).
7. In the main TWAIN window, select a resolution between 600 and 1200 dpi and click on the ‘Scan’ button. The slides selected in the ‘Batch Scan’ window will now be scanned and will be opened in Photo Express. See chapter 5.2 for further details concerning editing scanned slides.

Note: *It may take a long time to scan slides with a resolution greater than 1200 dpi.*

5.3.1.2 Scanning negatives

Note: *Remove the cover from the light in scanner cover before scanning photograph negatives (see figure 6). Replace the cover if you are going to scan normal photographs or other paper documents.*

Note: *Make sure the power cable for the light in the scanner cover is correctly connected to the TA connection on the rear of the scanner.*

A template for scanning negatives is also supplied with the scanner. This template can be used to scan negatives and convert then into normal photograph images on your computer. Follow the instructions given below to do this:

1. Place the slide template on the glass plate. Make sure the arrow in the corner of the template is aligned with the arrow on the scanner (bottom left-hand corner) (see A, figure 7).
2. Slide the film with your negatives in the template for negatives (see figure 9). Next, place this template on top of the slide template. Make sure the arrows on the templates are aligned in the bottom right-hand corner (see B, figure 7).
3. Close the scanner cover so that the light in the cover is positioned above the negatives.
4. Open the main TWAIN window in Photo Express as described in chapter 5.2 and select ‘Negative’ for ‘Scan Source’ (see figure 4).
5. A message will be displayed asking whether you first wish to make a preview scan so that you can improve the quality of the scan. Click on ‘Yes’. The light in the scanner cover will be lit and a preview scan will be made of the negatives.
6. When ‘Negative’ is selected, another window is opened in which you can select the brand and type of your negatives to produce the best scan result (see figure 10). You can choose from the brands Fuji, Kodak and Konica of the type 100, 200 or 400 ASA/ISO.

Note: *If you do not know the brand of your negatives or use a different brand, you can select ‘Simple-inverted Setting (Other brand)’. ‘You can then edit the scanned negatives in Photo Express to produce the best result.*

7. A frame is automatically placed around all the scanned negatives. The selected negatives are then opened in the ‘Batch Scan’ window (see figure 8).
8. In the main TWAIN window, select a resolution between 600 and 1200 dpi and click on the ‘Scan’ button. The negatives selected in the ‘Batch Scan’ window will now be scanned and will be opened in Photo Express as normal photographs. See chapter 5.2 for further details concerning editing scanned negatives.

5.3.2 Advanced Settings (Enhance)

The ‘Enhance; Advanced Settings’ folder contains settings which you can apply to the original image before making the final scan.

This folder also contains two small images of the preview scan. All changes made in this folder are visible in the right-hand image. See the table below for the various settings:

Function	Option	Description
Channel selector	Master	The uniform addition or reduction of all colours.
	Red, green or blue	Addition or reduction in the quantity of the chosen colour.
Brightness	For adjusting the brightness of the image.	
Contrast	For adjusting the contrast of the image.	
Level	For adjusting the level of the brightness, mid-tones and shadows.	
Curve	For improving the image quality of grey tints and colour images.	
Hue	For adjusting the colours red, yellow, green, blue and purple. ***Note:*** *This function is not active with 48 bit colour scans.*	
Saturation	For adjusting the clarity of a colour. ***Note:*** *This function is not active with 48 bit colour scans.*	

5.3.3 Image Settings (Filters)

The 'Filters; Image Settings' folder contains settings which you can use to obtain special effects. This folder also contains two small images of the preview scan. The selected effect is visible in the right-hand image. See the table below for the various settings:

Option	Description
None	Default setting. No filter is selected.
Blur	Softens or tones down the image.
Sharpen	Adds more detail to hazy images.
Invert	Converts the colours into their complement colours.
Flip	Produces a horizontal mirror image of the image.
Emboss	Sinks or raises elements in the image.
Unsharp Mask	Searches for angles in the image and emphasizes them.

5.4 Using the scanner in FineReader Sprint

You can use the OCR (Optical Character Recognition) program FineReader Sprint 4.0 to convert scanned text documents to digital text documents, which can then be edited in a word processing program.

See the FineReader Sprint 4.0 instruction manual for a detailed explanation of the possibilities available with this program. This can be selected in the Trust Software Installer menu which starts automatically when the Trust Installation CD-ROM is inserted into your CD-ROM drive. The program also contains a detailed Help function.

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6 Maintenance

Regularly clean the glass plate with a soft, clean cloth to remove dust, fingerprints and other dirt. It is important to keep the glass plate clean, because dirt on the glass plate will be visible in the scanned image.

Note: *Do not use any aggressive liquids, liquid cleaning products or sprays to clean the scanner or the glass plate.*

7 Storing the scanner

If the scanner is not going to be used for some time, you can place it on its side using the foot provided (see figure 11). This will save space.

8 Troubleshooting

Method

1. Read the solutions given below.
2. Check for up-to-date FAQ's, drivers and instruction manuals on the Internet (www.trust.com/12920).

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Problem	Cause	Possible solution
The scanner does not function after being connected to the USB port.	Scanner connected to the USB port of the computer before the TWAIN driver and the applications were installed.	Remove the scanner from the USB port, first install the TWAIN driver and the applications, and then connect the scanner. See chapter 3.
Scanner cannot be installed in Windows 2000 or Windows XP.	You have no 'administrator' rights to the Windows 2000 or Windows XP system.	Make sure you are logged on as 'administrator' before installing the scanner.
Windows does not detect any new hardware after the scanner is connected.	The USB port is switched off in the BIOS of your computer.	Consult the manual of your computer for switching on the USB port.
	The scanner has already been partially installed in your computer.	Start up the computer in the safe mode, remove all setup program files of the scanner and restart the computer.
The computer does not recognise the scanner.	Scanner is not properly connected to the computer.	Connect the scanner to the USB port of the computer correctly (see chapter 3).
	Wrong Windows version in the computer.	The USB scanner will not function in Windows 95 and NT. Only use the scanner in Windows 98, Me, 2000 or XP.
The error report 'The scanner is not connected' appears.	USB cable is not properly connected.	Connect the USB cable properly. See chapter 3.
	The driver of the scanner has not been installed properly.	Reinstall the TWAIN driver. See chapter 3.
The scan command is not carried out.	Scanner not properly connected to the computer.	Check whether the scanner is properly connected. See chapter 3.
Computer crashes when using USB.	USB scanner interferes with other USB devices.	Set the other devices to a different address in the BIOS of the computer or switch them off. Consult the manual of your computer for this.

Problem	Cause	Possible solution
Scan result is too dark.	Monitor is set too dark.	Change the brightness on the monitor.
	The number of colours of your screen is set too low.	Set your screen adapter to a minimum of 65,535 colours (16 bits)
Scan result is poor quality.	Resolution set too low.	Set the resolution to a minimum of 300 DPI.
	Number of colours of your screen adapter is set too low.	Set your screen adapter to a minimum of 65,535 colours (16 bits).
	Surface of the glass is dirty. All dirt on the glass plate is visible in the image.	Clean the glass of the scanner thoroughly. See chapter 6.
Scanner functions slowly.	Set for a very high resolution.	In practise, a resolution of 2400 dpi, at maximum, is sufficient. Use higher solutions only for small original images.
	Insufficient memory.	You need a minimum of 16MB RAM memory. 32MB or more is recommended.
Error report during scanning.	Hard disk is full.	You need 3 times the space of the image to be scanned as free space on the hard disk. Free up more space on the hard disk or select a lower resolution.
	Resolution is too high.	In practise, a resolution of 2400 dpi, at maximum, is sufficient. Use higher solutions only for small original images.
A cross is visible through the Direct Scan icon and the application does not start.	Scanner is not correctly connected to the USB port.	Connect the scanner to the USB port correctly. See chapter 3.
An error message is displayed when clicking on the 'Scan' button in the Direct Scan application.	No editing software (Photo Express) has been installed.	Install the editing software (Ulead Photo Express). See chapter 3.

Problem	Cause	Possible solution
An error message is displayed when clicking on the 'Copy' button in the Direct Scan application.	No printer installed in your computer.	Install a printer in your computer.
An error message is displayed when clicking on the 'Fax' button in the Direct Scan application.	No modem or fax has been installed in your computer.	Install a modem and fax in your computer.
An error message is displayed when clicking on 'E-mail' button in Direct Scan application.	No E-mail application installed in your computer.	Install an E-mail application in your computer, e.g. Outlook Express or Netscape.
USB printer no longer functions after installation of USB scanner.	Driver of the scanner may cause problems.	First uninstall the printer and scanner; now install the scanner, then reinstall the USB printer.
An error message is displayed when clicking on the 'OCR' button in the Direct Scan application.	No OCR software (FineReader 4.0 Sprint) has been installed on your computer.	Install the OCR software 'FineReader 4.0 Sprint'. See chapter 3.
Poor OCR result.	Resolution set too low.	Use a higher resolution when scanning the document.
	Wrong recognition language installed.	Install the desired recognition languages of the OCR program. See the FineReader 4.0 Sprint instruction manual.
Scanner does not function on a notebook.	Notebook battery voltage is not sufficient for USB scanner.	Use an external USB hub with power adapter.
The scanner no longer functions after use of a USB extension cable.	A USB cable may not be longer than 3 to 5 metres.	Remove the USB extension cable.

If you still have problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information at the back of this instruction manual. Please have the following information available:

- The article number. This is 12920.
- A good description of what does not work.
- A good description of when the problem occurs.

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